

# Branded Financial Services – Privacy Policy

We know that it is important to you how we collect your personal information, protect and keep it safe and we value your trust.

We are governed by the *Privacy Act 1988* (Cth) ('Privacy Act') and will protect your personal information in accordance with the *Australian Privacy Principles*. These principles govern how we can collect, use, hold and disclose your personal information, as well as ensuring the quality and security of your personal information.

## About This Policy

This privacy policy explains how we manage your personal information and credit information. If you would like more information on this privacy, please contact us 1300 549 166.

## What is personal information?

Personal information includes any information or opinion, about an identified individual or an individual who can be reasonably identified from their information. The information or opinion will still be personal information whether it is true or not and regardless of whether we have kept a record of it. The information that we seek to collect about you will depend on the products or services that we provide. If you do not allow us to collect all of the information we request, we may not be able to deliver all of those services effectively.

## What kinds of personal information do we collect and hold?

When you apply for our products or services we may ask for identification information. This could include:

- name(s), address, email address, telephone number(s);
- date of birth;
- vehicle purchase date;
- vehicle details;
- name of selling dealer;
- any additional information you provide, such as when you contact our Customer Service, log on to our website, ;
- any other personal information we may be required to collect for identification verification purposes;
- any additional information provided in a consumer or commercial credit application you make.

- your tax file number if we are authorised to collect it and if you choose to supply it.

## For what purposes do we collect, hold, use and disclose personal information?

The main reason we collect, use, hold and disclose personal information is to provide you with products and services. This includes:

- assess your application for credit;
- administer your account;
- process and collect your payments;
- respond to your inquiries and complaints;
- provide you with further information about a product or service;

We may also use your information to comply with legislative or regulatory requirements in any jurisdiction, prevent fraud, crime or other activity that may cause harm in relation to our products or services and to help us run our business.

## How do we collect personal information?

We collect most personal information directly from you. For example, we will collect your personal information form when you apply for credit by completing our credit application form or talk to us in person or on the phone. Sometimes we collect personal information about you from a third party or organisations. This may happen without your direct involvement. For instance, we may collect personal information about you from:

- publicly available sources of information, such as public registers;
- your representatives (including your legal adviser, financial adviser, executor, administrator, guardian, trustee, or attorney);
- your employer;
- other organisations, who jointly with us, provide products or services to you;

- from your accountant where we approach the accountant when assessing your credit application;
- where an individual is an officer of a company that has applied for credit, we may collect personal information about the officer from public records or from other officers of the company who arranged that company's credit application;
- from the motor vehicle dealership where you have purchase the vehicle financed with us is arranged;
- from another credit provider with which you have or had a credit account;
- commercial information service providers, such as companies that provide fraud prevention reports;

## What laws require or authorise us to collect personal information?

We also collect, hold, use and disclose personal information where required by law. This includes:

- certain identification information about you by the *Anti-Money Laundering and Counter-Terrorism Financing Act 2006* (Cth) and *Anti-Money Laundering and Counter-Terrorism Financing Rules Instrument 2007 (No. 1)*;
- if you have applied for credit or provide a guarantee, certain information about your financial position under the *National Consumer Credit Protection Act 2009* (Cth), and if you give us a mortgage security, certain identification information under property laws in some states and territories;
- certain information in relation to your application if you have applied for an insurance as required by the *Insurance Contracts Act 1984* (Cth);
- we need to produce documents to a court or a governmental agency if requested under a subpoena or a notice to produce;

## Who do we disclose your personal information to, and why?

In the course of providing a product or service, we may need to disclose personal information to others where you have provided us with your consent or where we are authorised to do so under the Act. For

example, we may disclose personal information about you to:

- the vehicle manufacturer or supplier of the vehicle or any extended warranty taken out in connection with the vehicle that is the subject of the finance;
- insurers under insurance policies applied for or taken out in connection with the vehicle that is the subject of finance, or in connection with the finance itself (for example, consumer credit insurance);
- accredited motor vehicle dealers to assist those dealers to better serve customer needs
- guarantor, if a finance arrangement is guaranteed;
- a dispute resolution body of which we are a member (for example, the COSL);
- Third party organisation such as our agents, contractors and external service providers for example, mailing houses and technology service providers, printers for direct marketing material; debt collection agencies; and lawyers. (*Note: These third party organisations are not authorised by us to use personal information for anything other than the purpose for which we supply that information to them.*)
- fraud bureaus or other organisations to identify, investigate or prevent fraud or other misconduct;
- regulatory bodies, government agencies and law enforcement bodies in any jurisdiction;
- permitted to disclose the information under the Privacy Act;

## Credit Information

### What is credit information?

Credit information about you under the Privacy Act is personal information that is:

- identification information;
- consumer credit liability information;
- repayment history information;
- a statement that an information request has been made about you by a credit provider, mortgage insurer or trade insurer;
- the type of consumer credit or commercial credit, and the amount of credit, sought in an application:
  - that has been made by you to a credit provider; and

- in connection with which the provider has made an information request in relation to you;
- default information;
- payment information;
- new arrangement information;
- court proceedings information;
- personal insolvency information;
- publicly available information:
  - that relates to your activities in Australia or the external Territories and the individual's credit worthiness; and
  - that is not court proceedings information about you or information about the individual that is entered or recorded on the National Personal Insolvency Index; or
- the opinion of a credit provider that you have committed, in circumstances specified by the provider, a serious credit infringement in relation to consumer credit provided by the provider to you.

### **What is credit eligibility information?**

Credit eligibility information includes credit information or personal information about you derived by a credit reporting body from credit information that that body holds about you or personal information we derive from information disclosed to us by the credit reporting body, which has a bearing on your credit eligibility.

### **What is a credit reporting body (CRB)?**

A credit reporting body is an organisation or an agency prescribed under the Act that carries on a business or undertaking that involves collecting, holding, using or disclosing personal information about individuals for the purposes of providing an entity with information about the credit worthiness of an individual.

### **What is credit provider (CP) derived information?**

CP derived information means any personal information about you:

- that is derived from credit information or CRB derived information about you that was disclosed to a credit provider by a credit reporting body;
- that has any bearing on your credit worthiness; and

- that is used, has been used or could be used in establishing your eligibility for consumer credit.

### **What is CRB derived information?**

CRB derived information about you means any personal information about you:

- that is derived by a credit reporting body from credit information about you that is held by the credit reporting body;
- that has any bearing on your credit worthiness; and
- that is used, has been used or could be used in establishing your eligibility for consumer credit.

### **What kinds of credit information do we collect and hold?**

The kinds of credit information that we may collect and hold include:

- your mortgage, credit card and any other personal loan details such as when the account was opened or closed, the amount and type of account;
- information about your repayments and whether they were made on time;
- default information and when the default has been paid;
- information about your application for credit with us including the type and amount;
- any new arrangements with us because of a default;
- publicly available information; and
- any serious credit infringements.

### **What kinds of credit eligibility information do we hold?**

The kinds of credit eligibility information that we hold about you include:

- credit reports obtained from a credit reporting body in the course of assessing a credit application;
- your credit card balances and limits; and
- your mortgage balance and limits

## **What kind of CP derived information do we normally derive about you?**

We derive credit scores about your credit worthiness and eligibility for credit.

## **How do we collect credit information?**

We will collect your credit information through a number of methods including:

- directly from you;
- from credit reports obtained from credit reporting bodies;
- internally through our own records;
- credit references from another credit provider with which you have or had a credit account; and
- from publicly available information including personal insolvency information about you entered or recorded in the National Personal Insolvency Index.

## **What are the purposes for which we collect, hold, use and disclose credit information and credit eligibility information?**

We collect, hold, use and disclose only the credit information and credit eligibility information we need to provide the services and products we offer and to meet our disclosure obligations under the Act. For example, we need your credit information and credit eligibility information about you to:

- assess your eligibility for credit including deriving a credit score from the information contained in a credit report;
- administer your account;
- disclose to a credit reporting body for the purpose of maintaining an accurate record of your credit information held by that credit reporting body;
- comply with our privacy obligations; and
- comply with our other regulatory obligations, for example, the National Consumer Credit Protection Act 2009.

## **Will we disclose credit information to credit reporting bodies?**

We will disclose your credit information to a credit reporting body so that it can include the information in your credit report to assist credit providers to assess your credit worthiness. We may be entitled to disclose to a credit reporting body if

you fail to meet your payment obligations or commit a serious credit infringement.

We may disclose your credit information to any of the following credit reporting bodies:

- Veda - veda.com.au - 1300 850 211

If you would like to know how these organisations manage your credit information, you can get a copy of their policy on their website or by calling the number above.

You have the right to ask a credit reporting body not to use your credit information for the purpose of pre-screening of direct marketing by a credit provider. You can ask them not to use or disclose this information for a period of time if you reasonably believe that you have been, or are likely to be, a victim of fraud.

You also have the right to generally access credit eligibility information that we hold about you and ask us to correct credit information or credit eligibility information you believe is wrong. You can lodge a complaint with us about our privacy practices or a breach of your privacy including a breach of the Act, the APPs and the CR Code.

## **Holding and protecting your information**

We hold personal information, credit information and credit eligibility information in both physical and electronic forms. The security of such information is very important to us and we take all reasonable precautions to protect it from misuse, loss, unauthorised access, modification or disclosure. For example, we ensure that:

- each of our offices has security protocols in place to prevent unauthorised entry into the premises;
- access to personal information is restricted to only the personnel who need it to perform their duties;
- any internally and externally hosted secure servers which store personal information in electronic form have the necessary encryption protocols; and
- all of our personnel are appropriately trained in the security of personal information including maintaining physical security over paper records and destroying or de-identifying personal information once it is no longer needed.

## **Disclosing your information overseas**

We do not disclose any personal information or credit-related personal information to entities that are not in Australia.

## **Accessing and correcting your information**

You can access personal information and credit eligibility information held by us and request the correction of your personal information, credit information or credit eligibility information we hold about you by contacting the Branded Financial Services Pty Limited on 1300 549 166.

We may charge an access fee to recover the reasonable costs incurred. This charge is only designed to help us reasonably recover the costs associated with providing you with access and does not apply to the making of the request. Before we act on a request, we will provide an estimate of the access fee and ask you to agree to it.

Access to personal information or credit eligibility information about you may be refused in a number of circumstances, such as where the information relates to anticipated legal proceedings or the request for access is frivolous or vexatious. If we deny or restrict your access, we will provide written reasons for the refusal unless, having regard to the grounds for the refusal, it would be unreasonable for us to do so. You may make a complaint about a refusal to the Office of the Australian Information Commissioner.

We rely on the personal information, credit information and credit eligibility information that we hold about individuals in conducting our business. Therefore, it is very important that the

information we hold is accurate, complete, up to date and relevant. This means that, from time to time, we may ask you if there are any changes to your personal information, credit information or credit eligibility information. If you find that any personal information, credit information or credit eligibility information that we hold about you is incorrect, you should contact us immediately and we will take reasonable steps to correct it.

## **Resolving Complaints**

If you believe that the privacy of your personal information or credit-related personal information has been compromised, or if you feel that we have breached the privacy laws, you are entitled to complain. Complaints can be made by calling Branded Financial Services Pty Limited on 1300549166 and or by emailing [complaints@brandedfinancial.com](mailto:complaints@brandedfinancial.com)

We will respond to you within 24 hours to acknowledge the complaint and explain how we will investigate it. This may include consulting with the credit reporting body or other credit providers. We will try to resolve your complaint within 30 days and write to you to explain the reasons for our decision. When this is not possible, we will contact you and let you know how long it will take for us to resolve your complaint.

If your complaint is not satisfactorily resolved, you may access the Credit & Investments Ombudsman at [www.cia.org.au](http://www.cia.org.au) or by calling 1800138422. You may also refer your complaint to the Office of the Australian Information Commissioner by visiting [www.oaic.gov.au](http://www.oaic.gov.au), calling **1300 363 992** or by emailing [enquiries@oaic.gov.au](mailto:enquiries@oaic.gov.au)